

Analysis of the usage and teaching strategies of "折り返し" in business context

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Abstract: In this thesis, the meaning of the adverb "折り返し" is discussed in the context of the meaning of "折り返し" by selecting example sentences from the Tsukuba network corpus through the Japanese NLT search tool, and the correct usage of the word in phone calls and emails and some misconceptions are analyzed. In addition, we also analyze the correct usage of the word "折り返し" in phone calls and emails and some of its errors, summarize the reasons for the errors, and propose a teaching strategy for teaching vocabulary in business Japanese.

Keywords: 折り返し; Usage; Business context; Teaching strategies.

1. Introduction

Telephone and email are the mainstream tools for daily communication and business communication in today's business activities, and are used by more and more business people to deal with customers and negotiate cooperation. Among them, telephone contact has always played an irreplaceable role with its more rapid, more direct and more obvious advantages, and become the mainstream way of business communication in the workplace. However, in the actual work process, we often encounter temporary inability to get away, there are other work at hand and other situations cannot immediately reply. In such cases, the contacted party will usually choose to reply later, or the contacted party will choose to take the initiative to contact again or ask the other party to reply as soon as possible at their convenience, and such a call is called "折り返し電話" in Japanese.

The word "折り返し" is often used when making or replying to such "discounted" phone calls or emails. For example, "またこちらから折り返し電話いたします", "後ほど改めて折り返しご連絡をします", etc. Such sentences seem to be fine, and they are even used in the workplace without any sense of contradiction. However, if you look closely at the implied meaning of the word "折り返し", you can see that the usage of "折り返し" in the above sentences may not be correct, especially due to the influence of the native Chinese language, which is frequently misused by learners of Japanese and people in the workplace. In particular, learners of Japanese and people in the workplace frequently misuse the word "折り返し" due to the influence of their native Chinese. In this paper, we analyze the usage of the word "折り返し" in the context of its meaning and use the Japanese NLT search tool [1] to select examples from the Tsukuba Web Corpus and discuss strategies for teaching vocabulary in business Japanese.

2. Meaning of "folded"

According to the New Japanese and Chinese Dictionary [2], "折り返し" has the following meanings.

2.1. As a noun

(1) Indicates folding, turning, folding, creasing. For

example:ズボンの～がいたんだ. The folded pant leg is broken.

(2) It means to return, to fold back. For example: ~の列車が出た. The return train is departing.

2.2. At the end of the poem

It means: Repeated lines, stacked lines.

2.3. As an adverb

It means immediately, immediately.

It is common to use the adverbial form of the verb that follows it to modify the verb in a phone call. In terms of word structure, "折り返し" is actually a combination of "折り" and "回し". In the case of a phone call or email, "折り" means "The other party contacted me.", i.e. the caller or sender contacted the other party. In the case of "返す", it means "I'll call you back/answer you.", i.e. the person called back or wrote back. For example, if you want to return a letter, please do so immediately after seeing it.

3. Analysis of the usage of "折り返し" as an adverb

3.1. Contextual analysis

When "折り返し" is used as an adverb, Chinese interpretations often use it as a time adverb "immediately", "later", etc. It is used widely and universally, without any contextual limitation and There is no specific direction. However, its meaning in Japanese is "for handwriting and questioning, for the Amari period, for the Suku-no-return, and for corresponding. Suguisama".

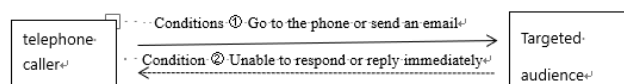


Figure 1. Contextual conditions

Example 1.

B: 田中課長はいらっしゃいますか。

(Is Mr. Tanaka here?)

A: 申し訳ございません。

急な会議が入ってしまったもので2時には済みます

ので、終わりましたら折り返しお電話いたします。

(I'm sorry, but there was an urgent meeting that ended at 2:00. I'll get back to you as soon as the meeting is over.)

The above example 1 is the correct usage, and the context is a workplace phone call scene. Based on the content of the conversation, we can analyze that the conversation has both conditions mentioned in the previous analysis, that is, B called first (in accordance with condition ①) and A is in a meeting, so there is no objective condition to talk on the phone now (in accordance with condition ②), so the context of the use of "折り返し" is not a problem.

Example 2.

さっそく調べまして、折り返しお電話を差し上げます。(We will reply to you as soon as possible after investigation.)

Example 3.

在庫状況を確認後、折り返しご連絡致します。

(We will reply to you as soon as we confirm the status of the inventory.)

The contexts of Example 2 and Example 3 are also telephone scenarios, and it is presumed that the other party called to make a consultation (in accordance with condition ①). Unlike Example 1, in Examples 2 and 3, the caller is objectively qualified to respond immediately, but because the other party needs to confirm the content of the inquiry, the caller is subjectively not qualified to respond immediately, so he or she uses "折り返しお電話を差し上げます", which also meets Condition 2.

Example 4.

メールを確認後、折り返しご連絡させていただきます。(We will reply to you as soon as possible after confirming the e-mail.)

Example 5.

追ってご出席の有無、折り返しご一報ください。

(In addition, please reply as soon as possible whether you will attend.)

As you can see from the above examples 4 and 5, "折り返し" can be used not only in the case of phone calls, but also in the case of correspondence. Example 4 is usually an auto-reply set by the recipient, which is not an immediate reply in the true sense of the word, but only a notification that the email has been received and will be responded to as soon as possible. In terms of the context, it also meets the two conditions for the use of the phrase "折り返し": first, the other party writes to us (condition ①); second, we do not reply immediately after receiving the email, but wait until the condition of "after the email is confirmed" is met before replying (condition ②). (②).

Example 5 is an invitation letter sent by a company expecting the recipient to respond when it is appropriate and in a position to do so. The recipient of the letter is asked to respond to the request to attend or not. The same two contextual conditions are met for the use of "折り返し". First, the sender has written to the recipient (condition ①), and second, there may be a period of time before the recipient replies, as it is expected that the email will be seen later, i.e., the recipient may not reply immediately (condition ②).

In summary, combining this explanation with the example

sentences selected in the NLT search, we can analyze that the word not only means "immediately, immediately", but also implies two simultaneous prerequisites for its use: ① The word is used when there has been a prior "phone call, letter, inquiry" and other actual (1) The word is used when there has been an actual action such as "phone call, letter, or inquiry", i.e., the contact person has made prior contact. (2) The word is generally used when the "party being asked, receiving or answering the phone", i.e., the "contactee", does not have time or conditions to respond immediately at the moment, and indicates an "immediate" or "immediate" response later. It is used in the context of "immediately", "immediately" or in response to the other party. When used in communication scenarios such as phone calls, letters, and emails, both of these contexts must be present.

3.2. Modify the action master

Analyzing the composition of the word "折り返し", it is clear that in the context of a phone call, the "折り" in "折り返し" means "I made the call from your end.", i.e., the caller makes a call, while "回す" means "I'll call you back.", i.e., the target person calls the caller back. The "return" means "kochirakara kakke straight", that is, the target person calls the caller. In short, "折り返し電話" means that the target person (or the contacted person) called the caller back.

Depending on the actual situation, the most confusing and misleading point when using this word is the actual user of "折り返し", i.e. the person who sent the call, and the person to whom the word "折り返し" is applied. In the case of phone calls or emails, the actual user of the word "折り返し" can be either the caller, the receiver, or the contacted party. However, regardless of who the user of "折り返し" is (i.e., the speaker), the person involved in the topic of "折り返し電話する" must be the person who is the recipient of the call and is not in a position to return the call, but who will reply later when he or she is in a position to do so. The verb "折り返し" must be used by the person to whom the call is addressed and who is not in a position to return the call, and who will reply immediately when the conditions are met.

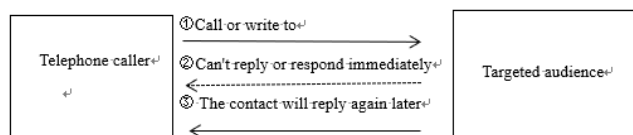


Figure 2. Modifying objects

Therefore, the word must be used to modify the action of the person to whom the caller is directed, i.e., the "name refers to the person" who replies immediately, and cannot be used to express the case where the initial caller calls back later. The following example of misuse is a case where the wrong person is used.

Misuse example 1.

B: 田中課長はいらっしゃいますか。(Is Mr. Suzuki from the marketing department here?)

A:

申し訳ございません。急な会議が入ってしまったもので2時には済みますので、

終わりましたら折り返しお電話いたします。(Sorry, he's not here right now. Why don't you ask him to call you back when he comes back?)

B: いいえ, また折返し電話します。(No, I'll call him back later.)

In the conversation of Misuse Example 1, the caller B calls the "name of the person", and since the person he is looking for is not in, the caller A responds with the following answer "Back to the phone. That is, "Why don't you ask him to call you back when he comes back? . But then the caller, B, responds "また折返し電話しますので". This usage is contradictory to the implied meaning of the word "Ask the other party (receiver or named person) to call you back.", which is contradictory to "The contacted party will be contacted later". In the misuse of Example 1, it is expressed as "the caller calls back", i.e. the person who returns the call later and immediately becomes the "caller" B instead of "the person who is called and is not in a position to return the call, but will do so later when the conditions are right. The person to whom the call is directed, who is not in a position to return the call at the moment, will respond immediately when the conditions are met.

3.3. Confusion with the verb "折り返す"

Since the adverb "折り返し" and the verb "折り返す" are cognate words and are very similar in form, the verb "折り返す" has been deformed to be the same as Since the verb "折り返す" is cognate with the verb "折り返す", and even has the same form as "折り返し", there is often confusion when it is used in practice, so the following is an analysis of the four senses of the verb "折り返す" [3] to distinguish them.

Paper and cloth are folded, and the inside is About the table on rene . To fold over, to turn over. Example:ズボンのすそを折り返す.

Fold back, fold back, return to the original direction.

Example: このバスは次の停留所で折り返します。

(Reply to letters and stories) in a timely manner.

Example: 友人から折り返して返信がきた。

(To recite or play (poetry, music, etc.) twice over.

Example.折り返し謡ひ給ふ御声。

The meaning of the verb "折り返す" for sense 3 is similar to the meaning of the adverb "折り返し", but its usage differs due to its lexical nature. The NLT search revealed that when the verb "折り返す" is used for sense 3, the verb "折り返す" is mostly in the form of "折り返して + verb" and the verb is mostly The verbs are often "to call, to contact, to return, etc."

Example 6.

友人から折り返して返信がきた。

In Example 6, "折り返して" is the て-form conjugation of the verb "折り返す", but not the adverb "折り返し", which is immediately followed by the verb "The two verbs are joined, and "折り返す" becomes "て型", indicating the manner or state of the return letter.

Misuse example 2.

(B received a call, but the person in charge was not available, so he relayed a quick reply to the person in charge of the returning company.)

B: 社のさんからお電話ありました。

折り返してください。

The phone number is not available.

The use of "折り返す" in misuse example 2 is inappropriate. Although the verb "折り返す" can be used

independently, it is rarely used independently to mean "as soon as possible" as in misuse example 2. When used alone, it usually means "to fold", "to return", etc., i.e., the meaning of meaning items 1 and 2. Misuse example 2 can be changed to "折り返し電話してください" or "折り返して電話してください". If the target is a superior or a person of high status, you can say "折り返しお電話なさっていただけますか", "折り返し(て)お電話をお願いいたします", etc. Using honorific and requesting tone is more in line with the relationship between the superior and the inferior relationship.

3.4. The length of time expressed by the time adverb "折り返し"

"折り返し" is a time adverb that means "later or immediately" to reply. Other Japanese adverbs that mean "later" or "immediately" on the phone include "少々", "後ほど", "しばらく", and "次第" etc. Kaoru Ebun [4] classifies all these adverbs as "immediate" time adverbs. In addition to being prone to errors in context and the object of modification, it is important to be precise about the duration of the word so as not to cause customers to wait too long, be rude, or damage the company's credibility.

E-commerce expert Akiko Enada [4] found in a study that there is a difference of about 6 times in the time perception between people who wait for a phone call and those who make the other person wait for a phone call. When we tell someone on the phone, "Please wait for 10 seconds, we will feel nothing unusual, but if we change our status and become the one waiting for the call, we will start to get a little impatient after 10 seconds, and even a little angry after a minute. So how long does it take to call back when faced with a situation such as "I'm not sure how to return a call"? As in the above case, depending on your role and personal feelings, you may have different interpretations of how long it takes to return a call. According to a survey conducted by Akiko Enada [5]16, the length of a "return call" is within 5 minutes, which should be considered as common sense for professionals in the workplace.

Table 1. Correspondence between common time adverbs and duration

Adverbs	Duration
Less	20 seconds to 30 seconds
Shibaraku	About 1 point
Folding back	Less than 5 minutes
Nochihodo	5 minutes to 30 minutes

Source: This table was created by the author based on the contents of Enada's book.

In actual business situations, it is generally important to take into account the feelings of the other party waiting for the call, to put the other party first, and to respond to the other party's request as soon as possible. The research study took into account the rules and etiquette of telephone answering from the perspective of the party waiting for the call, and concluded that the party responding to a "return call" should fully evaluate the work situation and assess whether it is possible to return the call within five minutes. If you use "折り返し電話します" and do not respond to the caller, you may be rude to the caller or cause dissatisfaction.

4. Teaching strategies for business Japanese vocabulary

4.1. Focus on contextual pedagogy

From the above analysis, we can find that it is easy to use isolated words or single sentences as examples to explain the usage of the word and mechanically practice the usage of the word, which will lead to a series of mistakes in practical application. Therefore, in teaching the usage of the word, we can set it as a workplace phone context and practice it in the following situations.

4.1.1. When the recipient of the call is not the "contacted party".

(1) Cases in which the caller uses the term "return" and delegates to the receiver the task of requesting the "contacted party" to call back as soon as possible.

Example 7.

Contact: お電話ありがとうございます。
株式会社、です。

Colleague of the contacted party:
お世話になっております、私、
株式会社の〇〇と申します。

Contact:

いつもお世話になっております。恐れ入りますが、
△△課長はいらっしゃいますでしょうか。

Colleague of the contacted party:

申し訳ありません。△△は席を外しております。
社内のようなのですぐに戻るかと存じますが、

Contact: 承知しました。では、申し訳ありませんが、
戻られましたら折り返しお電話いただけますよう、
お伝えください。

Example 8.

Contact: 田中課長はいらっしゃいますか。

Colleague of the contacted party: 申し訳ございません。
急な会議が入ってしまったもので2時には済みますが、

Contact: 終わりましたら折り返しお電話ありがたい
のですが、そのようにお伝えいただけますでしょうか。

In all of the above cases, the actual user of the word "return" is the caller, but the word "return" modifies the "contacted party", meaning that the "contacted party" is asked to respond within a short period of time. In both cases, the word "return" modifies the "contacted party" and means that the "contacted party" should reply within a short period of time.

(2) The case where the receiving party uses the "return".

Example 9.

Colleague of the contacted party:
かしこまりました。恐れ入りますが、
念のためお名前と電話番号を頂戴できませんでしょうか。

Contact:

ABC株式会社の田中です。電話番号は123456789です。

Colleague of the contacted party: ABC株式会社の田中
です。電話番号は123456789です。承知いたしました。では、
鈴木
木
が戻りましたら折り返しお電話するようお願いいたします。

Contact: よろしく願いいたします。では、
失礼いたします。

The contacted colleague: 失礼いたします。

In this context, the actual user of the word "fold back" is a colleague of the contacted party, and not the "contacted party" himself, but the word "fold back" modifies the However, the word "折返し" modifies the "contacted party", meaning that the contacted colleague tells the caller that when the "contacted party" returns, he or she will pass on the message to the "contacted party" so that the "contacted party" can reply as soon as possible. The "contacted party" will reply as soon as possible.

(3) the caller said he would call back later (at this time can not use the "return")

When the caller calls and the other party cannot pick up the phone or is not in the company for some reason, he or she can also choose to contact the caller later.

Example 10.

Contact:

戻りましたらこちらからお電話いたしましょうか。

Example 11.

Contact: また改めてお電話いたします。

Example 12.

Contact: (お戻りのころにでも)こちらからお電話いたしますので。

Example 13.

Contact: またこちらから電話します。

Example 14.

Contact: 再度電話します。

4.1.2. When the recipient is the "contacted" party

The caller is the person you are looking for, but for the time being, you do not have the ability to answer the phone right now, so that the caller can "call back later". For example, if the caller is in a meeting or needs to confirm before responding to the inquiry. In this case, according to the analysis of "return", the receiver and the "contacted party" can use "return" directly to indicate an immediate response later. Example.

Example 15.

Contacted party:

申し訳ございません。

急な会議が入ってしまったもので2時には済みますので、

終わりましたら折り返しお電話いたします。

4.1.3. In a recorded message or letter, the contact directly requests the "contacted party" to respond as soon as possible

Example 16:

If you are going to attend a meeting or not, please report it to us.

In this case, the sender makes contact, but because the email is not a face-to-face instant contact, the recipient or the person who hears the message, i.e., the "contacted party", cannot reply, and needs to hear the message or see the letter to reply later. Therefore, this situation also meets the two prerequisites for the use of "折り返し".

4.1.4. The case where the person going to the phone or letter in a recorded message or letter needs the other party to contact him/her first before replying.

Example 17.

Please send your request to the application form. We will send you the folded PDF data by mail.

Example 18.

If you have any questions, please contact us.

In Example 17 and Example 18, "折り返し" seems to be used to modify the active sender, which seems to be contradictory to the previous analysis, but in the sentences "請求は申し込みフォームによりお申し込みください" and However, in the sentences "お問い合わせさせていただきます", the recipient is actually asked to contact the sender first, and the sender will reply later. In this process, when the original recipient of the letter makes contact at the request of the original sender, he or she actually becomes the new active contact, i.e., the "contact party" in Figure 2 above, and proceeds to step 1 in Figure 2. At this point, the original contact person becomes a new "name person," so the use of "folded back" by the "name person" to indicate that he or she will reply or send a letter later is completely in line with The use of "折り返し" is perfectly consistent with the use of "折り返し".

In summary, through the different contexts set up above, the communicative function of the telephone expression "折り返し" is highlighted, and students can perceive the different contexts in which the language activity takes place, and this environment is set up in a highly simulated or realistic way without the interference of other factors, so that students can really learn and master how to use the word accurately in different contexts. Students learn and master how to use the word accurately in different contexts for communicative purposes.

4.2. Pay attention to the study of business etiquette in conjunction

Zhuanglin Hu [5] once divided the context into linguistic context, situational context, and cultural context. Among them, social etiquette is an important part of cultural context that cannot be ignored. Social etiquette is a worldwide cultural phenomenon, which can create a good interpersonal environment and coordinate human relationships. In order to make and respond to calls correctly and appropriately in the workplace business environment, we need to master the following business etiquette in addition to the use of the adverb "折り返し".

First, when you receive a call that needs to be answered, be sure to record the correct company name, name and contact information of the other party, and check with the other party again after recording, so as not to remember the wrong contact information to contact the other party.

Secondly, when you need the other party to reply to the phone call, it is best not to call back and specify the reply time by yourself because the party replying to the phone call may have many work arrangements, etc. You should try to confirm the convenient reply time by the other party to avoid causing inconvenience to the other party.

Thirdly, as the party who replies to phone calls, if you are unable to reply on time due to scheduling problems, etc., you should leave a message or send a short text message or email to the other party in a timely manner, informing them of the time they will reply.

Fourthly, although "折り返し" means to reply or respond immediately, you should pay attention to adding some expressions that can ease the tone and take care of the mood of the other party according to the occasion and the person you are talking to, for example: 恐れ入りますが,

急ぎお伝えしなければいけないことがございますので/急ぎの用件がございますてらお電話くださいますよう、お伝えいただけますか If you want to make a phone call, you can use the following words

When the other party calls back he or she is not available, it is best to express an apology first, for example: 先ほどお電話いただいたようですが, this will leave a good impression on the other party and increase his or her impression score, making the language more natural and politer.

Finally, If you have frequent contact with the other party, you can contact them by email, and if you know the other party's cell phone number, you can also contact the cell phone. However, if the other party asks to reply by company landline, it can be judged that the other party has urgent or important matters and needs to pay attention to reply in time as requested.

5. Conclusion

This article analyzes the meaning of the adverb "折り返し" based on the authoritative Japanese dictionary and the example sentences in the "Modern Japanese Written Corpus", and analyzes the correct usage of the word in phone calls and emails, as well as some misconceptions, and summarizes the causes of the misconceptions. The reasons for the errors are summarized. It can be seen that learners are prone to deviations in the use of the word because: 1). they only pay attention to the dictionary translation of the word in the learning process, ignoring its etymology and the subtle and deeper meanings it implies, and they cannot adopt the translation method when teaching the word in class. 2). they neglect to analyze the context of the word, especially in business contacts. We should also pay attention to the reasonable expression of tone. In our teaching, we should pay attention to the "context-based teaching method", i.e. "situational context and cultural context". 3)The language should be used in conjunction with the cultural and social aspects of the language, with attention to the TPO, i.e., the business etiquette of the phone call, which should be worded appropriately and not affect the image and reputation of the individual or even the company. The above strategies will deepen the students' understanding of this topic. Through the above strategies, students can deepen their understanding of the vocabulary and link the theoretical grammar content to real-life work situations, which will enhance students' ability to apply this knowledge to their lives and achieve the applied teaching objectives.

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